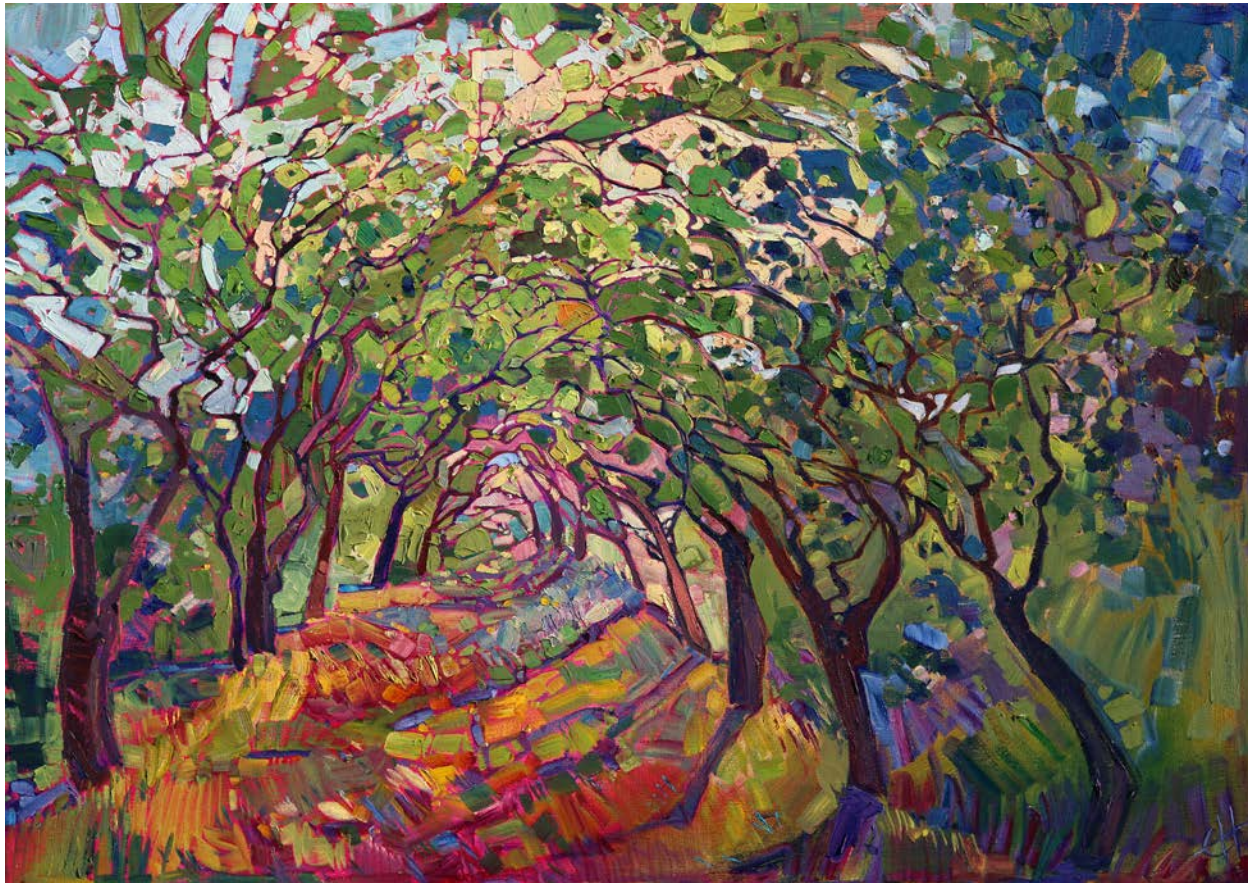


SKILLS FOR DIFFICULT CONVERSATIONS

Josephine
Amory,
M.D.

October 5,
2018

I teach communication skills to clinicians through VitalTalk.



The Path, Erin Hanson

Objectives

- Understand why a conversation is difficult
- Recognize emotion cues
- Generate and practice NURSE statements



"There's no easy way I can tell you this, so I'm sending you to someone who can."



WHAT MAKES A CONVERSATION DIFFICULT?

3 layers of conversation

What happened?

- truth
- intentions
- blame



Stone, Patton, &
Heen *Difficult
Conversations* 1999

"Now here's my co-anchor, Nancy, with a conflicting account of that very same story."

2nd layer
Emotions
heart of
difficult
conversations



Stone, Patton, & Heen
Difficult Conversations 1999

3rd layer

Identity

- Competent?
- Good person?
- Loveable?

Stone, Patton, & Heen
Difficult Conversations 1999





REFLECTION

OH NO.



WHAT!?



UGH.



SIGH...



YAY!



Responding to emotion is challenging

- subjective
- can hijack a conversation
- contagious
- not trained to do this



Responding
to emotion

Increase in:

- rapport and trust
- information retention/exchange
- satisfaction

Shorter length of visits



Step 1

recognize emotion cues



Step 2

practice NURSE statements

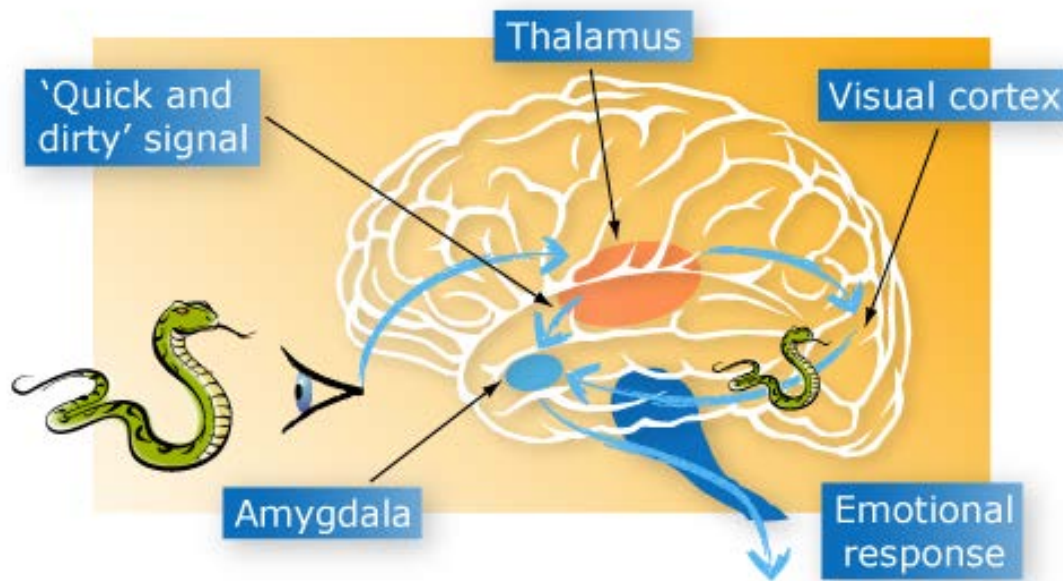


Step 3

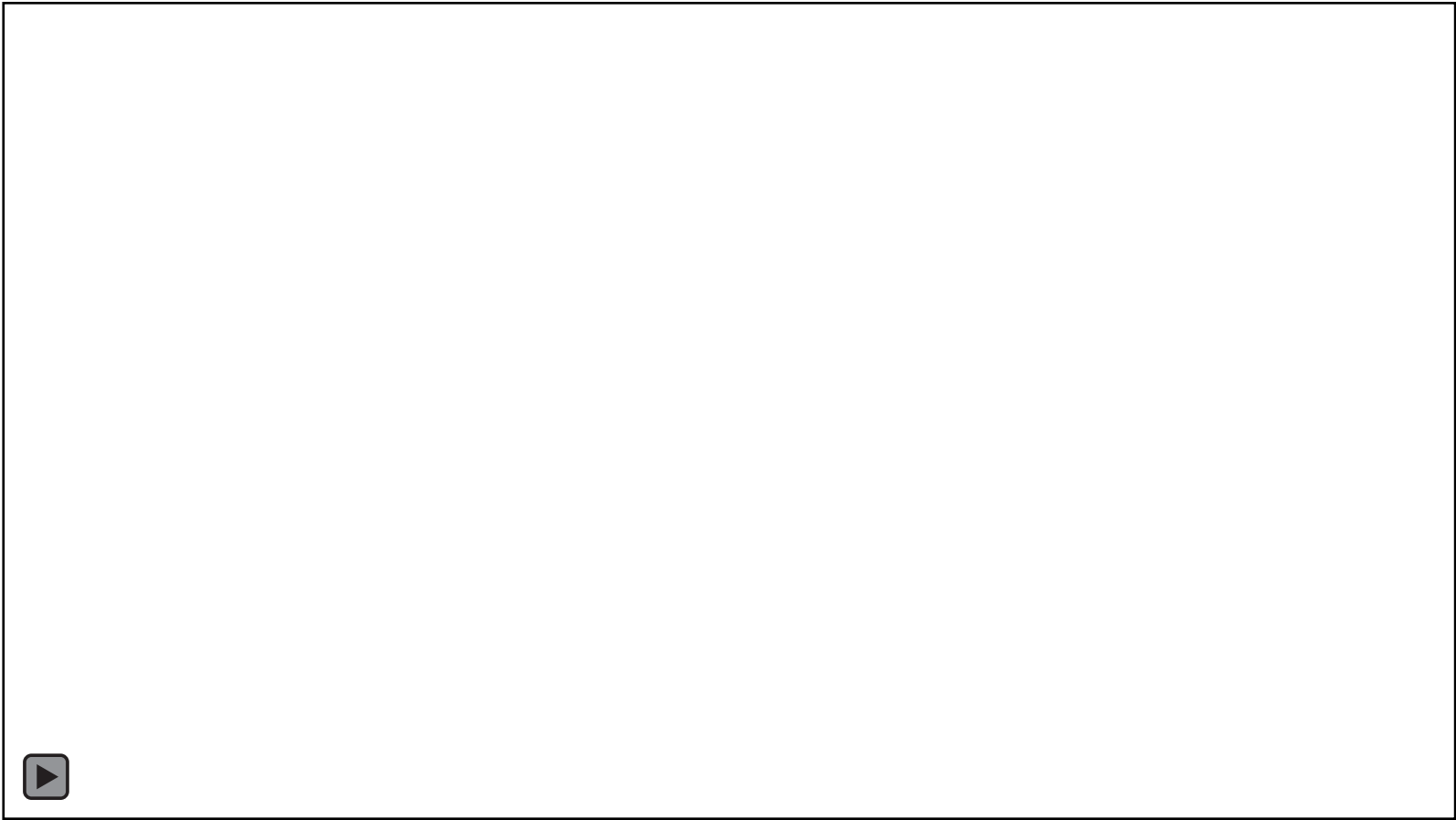
create NURSE statements

Emotion cues

Something patient says or does that indicates an underlying emotion



Fear
Sadness
Disbelief



Graduate Certificate in Palliative Care

Building Interprofessional Communities of Practice

Dr. Olson: I wanted us all to sit down in person so we could talk about where we're at in Ryan's care and also talk about some of the next steps.

Sheryl: Fine. **FRUSTRATION**

Dr. Olson: So it's helpful for me, so I know where to begin, is to first hear from you guys what you know already know about Ryan's current condition, and also from your perspective how you think things are going?

Sheryl: What I know about how things are going? **ANGER**
I thought the purpose of today's meeting was for you to tell me what you know, because from where I'm sitting it seems like you don't know what the heck's going on with my son.

DISTRUST

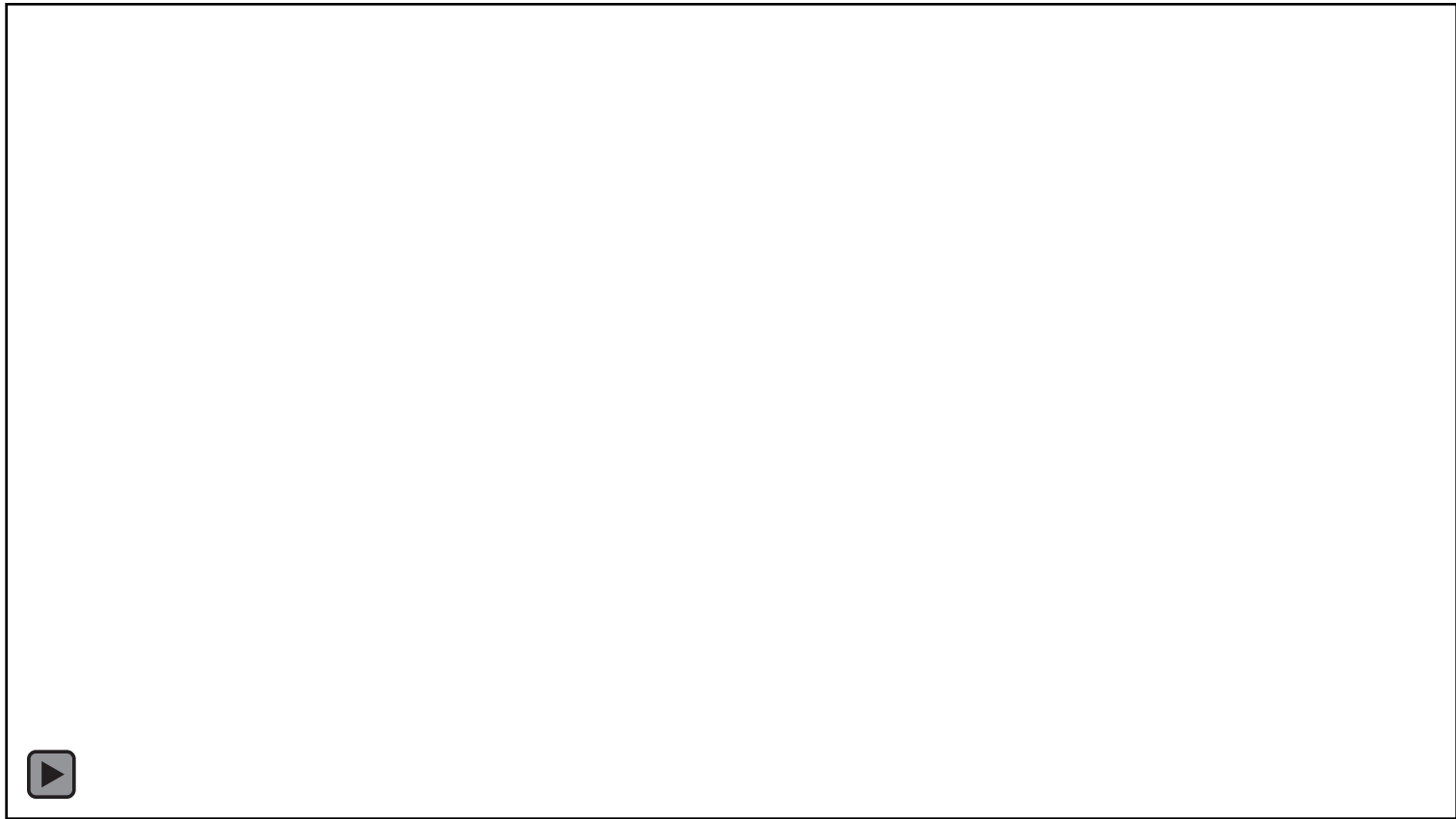
Josh: Mom calm down, give her a chance to speak.

EMBARASSMENT

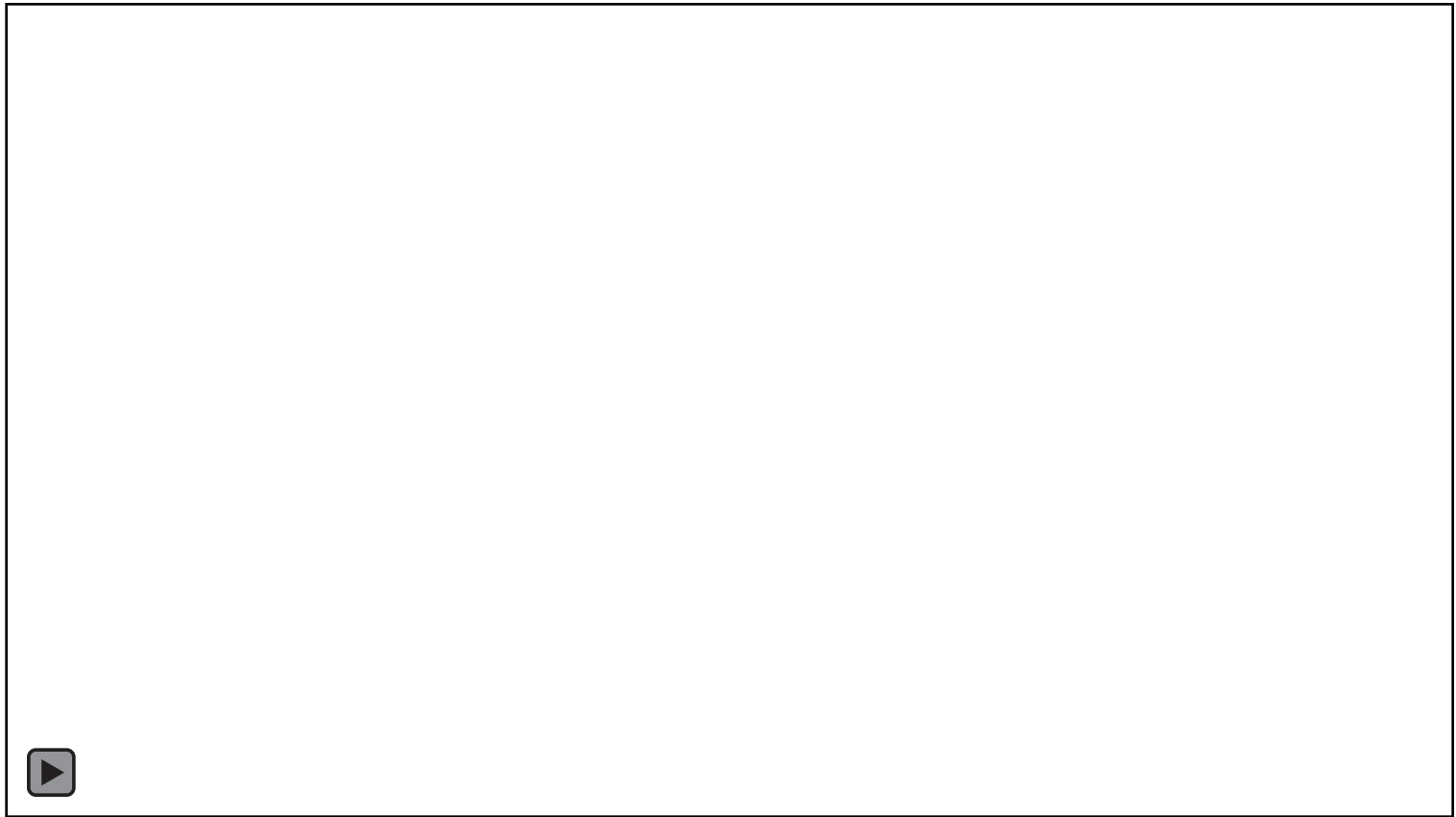
Sheryl: I won't calm down; this is my son we're talking about.

ANGER

Responding with information



Responding to emotion cues



Step 1

recognize emotion cues



Step 2

practice NURSE statements



Step 3

create NURSE statements

NURSE



For responding to emotion:

NAME the emotion.

UNDERSTAND show you see it.

RESPECT praise the intention.

SUPPORT offer to be with them.

EXPLORE listen to the story.

NURSE



NAME the emotion. (hypothesis)

"This must be?"

"I'm wondering if this is....?"

"It looks to me like you're..."

Tip: turn down the intensity a notch when naming; avoid telling people how they feel; consider using 3rd person neutral

NURSE



UNDERSTAND show you see it.

"This helps me understand what you are thinking."

"I can see how dealing with this is..."

"I can't imagine how..."

Tip: stop short of suggesting you know how they're feeling

NURSE



RESPECT praise the intention.

"I can tell you've been working hard on..."

"I see how much you care about your..."

"I admire your strength in..."

Tip: especially good for conflict or counter-transference

NURSE



SUPPORT offer to be with them.

"No matter what happens the team and I will be with you through this."

"I want to make this situation better- so I'll be here to ..."

Tip: nonabandonment

NURSE



EXPLORE listen to the story.

"Tell me more about what's going through your mind."

"Help me understand..."

Tip: good for unpacking an emotion;
use 'thinking' rather than 'feeling'

NURSE



- Respond and then wait...
- Sometimes you need to use several NURSE statements to defuse
- Don't need to use in order
- Use in combination

DRILLS



Step 1

recognize emotion cues



Step 2

practice NURSE statements



Step 3

create NURSE statements

CREATE & SHARE

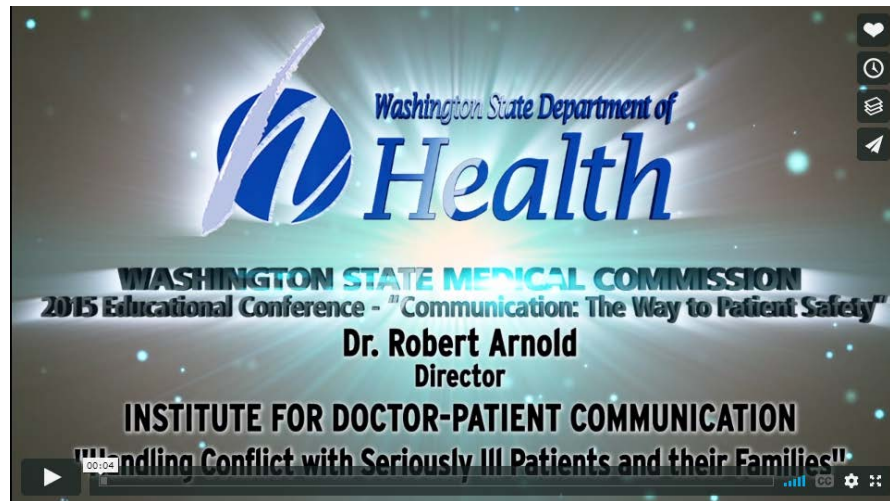


“From where I’m sitting it seems like you don’t know what the heck’s going on with my son!”

Communication Resources

VitalTalk (www.vitaltalk.org)

VitalTalk app for smart phones



<https://vimeo.com/143316909>

10th-ANNIVERSARY EDITION

THE
NEW YORK
TIMES
BUSINESS
BESTSELLER



Difficult Conversations

HOW TO DISCUSS
WHAT MATTERS MOST

Updated with Answers to the 10 Most Frequently Asked
Questions About Difficult Conversations

DOUGLAS STONE • BRUCE PATTON • SHEILA HEEN
OF THE HARVARD NEGOTIATION PROJECT

With a foreword by Roger Fisher, coauthor of GETTING TO YES

Anthony Back
Robert Arnold
James Tulsky



Mastering Communication with Seriously Ill Patients

Balancing Honesty with Empathy and Hope

CAMBRIDGE
Medicine



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Building Interprofessional Communities of Practice

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"I wanted to be around mentors who have knowledge about the importance of communication that is missing from healthcare."

Important Dates

May 1, 2017

admission deadline for September 2017 admission

Workshop dates for 2017-2018

May 18-20

October: 19-21

January 25-27

May 17-19



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THANK YOU
